
Community Update – Spring/Summer, 2006
from the
Board of Trustees
Moccasin Bend Mental Health Institute
Chattanooga, Tennessee



Published by the MBMHI Board of Trustees to inform our community about programs, services, and recent happenings at Moccasin Bend Mental Health Institute.

CHIEF OFFICER COMMENTS

As the summer comes to an end, we immediately begin to focus on the new fiscal year; and goals yet to be accomplished. We have seen the first phase of our renovations completed, reworked and tweaked, with staff and patients fully moved in. Phase two has begun and hopefully will be finished with fewer delays than phase one. Our facility went through the annual Strategic Planning process recently, with input from our total staff. As a result of planning, we modified our Mission and Vision Statements, developed a set of core values, and plotted a course which will embrace the Recovery Model as our service delivery system in the coming years. All this planning will lead to expected favorable treatment outcomes, staff satisfaction and a deeper appreciation for our purpose as a Regional Mental Health Institute.

Bill Ventress, Chief Executive Officer

HUMAN RESOURCES

Service Awards were presented to employees for 2005, which had 5, 10, 15, 20, 25, 30 and 35 years of service by William L. Ventress, Chief Officer and Cynthia Honeycutt, Director of Human Resources on February 22, 2006 in the Winston Building Lobby. **CONGRATULATIONS TO THESE EMPLOYEES.** The recipients to receive awards are **40 years** - Willie McKibben; **35 years** - John Monroe and Olath Walton; **30 years** - Franklin McFarland, Mary Crutcher, and Mary Carr; **25 years** - Peggy McKenna, Michael Hancock, Gloria Thrasher, Catherine Norrell, and Brenda Smythe; **20 years** - Sheildia Scheer, Clarence McCray, Dexter Gardenhire, Shannon Chapman, Bonnie Boynton, Nikki East, Elsie Henson, Marian Horton, and James McClellan; **15 years** - Thomas Ellis, Shirley Perkins, Cynthia Miller, and Eyvonne Staples; **10 years** - Valerie Bray, Deborah Watson, Arnetta Brydie, John Hartman, Melony McClendon, Dr. John Lowe, and Will McAmis; **5 years** - Marilyn Jones, Eric Brown, Tina Nance, Gayle White, Betty Smith, Dallas Meadows, Mickey William, Minnie Weams, Ella Hayes, Pearley Jackson, Andrea Steward, and Yolanda Hill.

SPOTLIGHT ON MBMHI's - Information Systems Management

MBMHI Information Systems Management, (ISM), is responsible for computer and computer network support at the facility. Mickey Williams is the manager of the Department. John David Shafer and Eunice Ivory have lead roles within the department in Information Resource Support Specialist 4 positions. Robert Gunther and Will McAmis are IRSS2's who work as technical support and helpdesk support, as well as in the training of new users.



New computer users are trained in our state of the art training room in the J.W. Johnson building on campus. This room is equipped with a ceiling mounted projector, and ten student computers. It is a great learning environment, and we expect to utilize it much more in the coming year to train our computer users on applications like Microsoft Office 2003.

The ISM department has a lot going on these days. Our purpose is to support and educate MBMHI computer users. One of the biggest challenges ISM has is education. However in an effort to address this ongoing challenge we worked hard to create a great training environment in our classroom at the J. W. Johnson Building, and obtain good training tools. This has led us to purchase CDRoms for self paced training on Microsoft Office products, and a GroupWise 6.5 training CD for training on our GroupWise email product.



Then, we began to develop a New User / User Basic course which would teach new users, and even long time users here at the facility the basics to get them off and running with their computer. We get new employees into our basic training course on the first day of their employment, and then on the second day we teach them HIPAA policies.

This training initiative has taken a lot of time and hard work. It has stretched us thin over here at times, and will probably continue to do so, but we feel, like you, that training is just as important as support. In fact a lot of support issues could be solved with just a little more training.

Mickey Williams – Information Systems Manager

My duties are focused on the following:

JCAHO: - Ensuring we meet or exceed all standards for Joint commission compliance for Information Management, on an ongoing basis.

HIPAA Security: - I am the HIPAA security officer for MBMHI, (not the HIPAA Privacy Officer),. I will be responsible for ensuring that we meet the standards for electronic data safety, security, backup, and for training our computer users about their roles in data security.

BHIS: - Security levels Setup, Training, Support, and data integrity.

ISM Department Manager - Overall management of Information Systems Department, with oversight of Training initiatives, Support issues,

MBMHI Intranet: Setup and manage the MBMHI in-house intranet page for easy access to all the files, manuals, standards, and information located on our computer network.

John David Shafer - Desktop Support

John David manages these issues for ISM

Desktop computer support: - Repairs, installs, new computer setup, images, etc.

New Cable drop requests: - handles all requests for new cable drops or moves.

Helpdesk management: Completing the setup of new Helpdesk software, and ensuring that calls are taken, and closed.

Inventory Control: Recording the location of all computer and printer hardware, and user assignments, and the reports needed by Admin from this inventory.

Training: New/Basic user class, BHIS and other training as needed

Eunice Ivory - Billing and End User Support

Eunice handles the following type issues for ISM:

Billing Management: Eunice handles the reporting of the billing for computer connections to the State Agency that is responsible for the statewide network.

New User Signup: Provides assistance in helping new computer users obtain the proper paperwork and sign the correct security agreements for access to our network, and the record keeping for audit purposes.

Standards Manuals: Provides setup for, and help with creating, locating and updates to our standards manuals located on our network for easy access.

Training: New/Basic user class, BHIS and other training as needed

Robert Gunther - Training and User Support

Robert is our training room manager, and in charge of our CDROM based courses we have there for everyone to use for training on Windows XP, Office XP, GroupWise, etc. He works in cooperation with our MBMHI Training Director, to coordinate scheduling for training, and help users get started with the training materials, and answer questions. He is also involved in our New/Basic user class, in addition to his regular duties as Helpdesk technician doing repairs, install, fixes, upgrades, and other special projects.

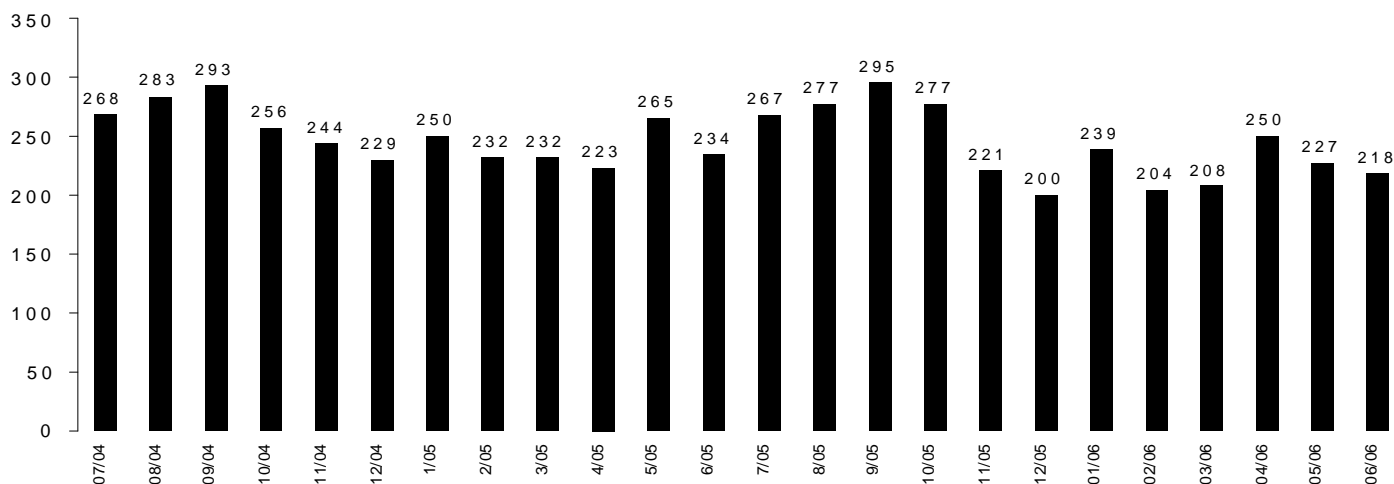
Will McAmis - End User Support

Will does whatever we ask him to do as long as it isn't illegal, immoral, or just downright embarrassing. No just kidding, as a helpdesk technician he is responsible for User Support including repairs, fixes, upgrades, helping when needed in the training classes, and special projects as asked. (That last part is where that embarrassing stuff comes in).

INSTITUTE ADMISSIONS AND AVERAGE DAILY CENSUS

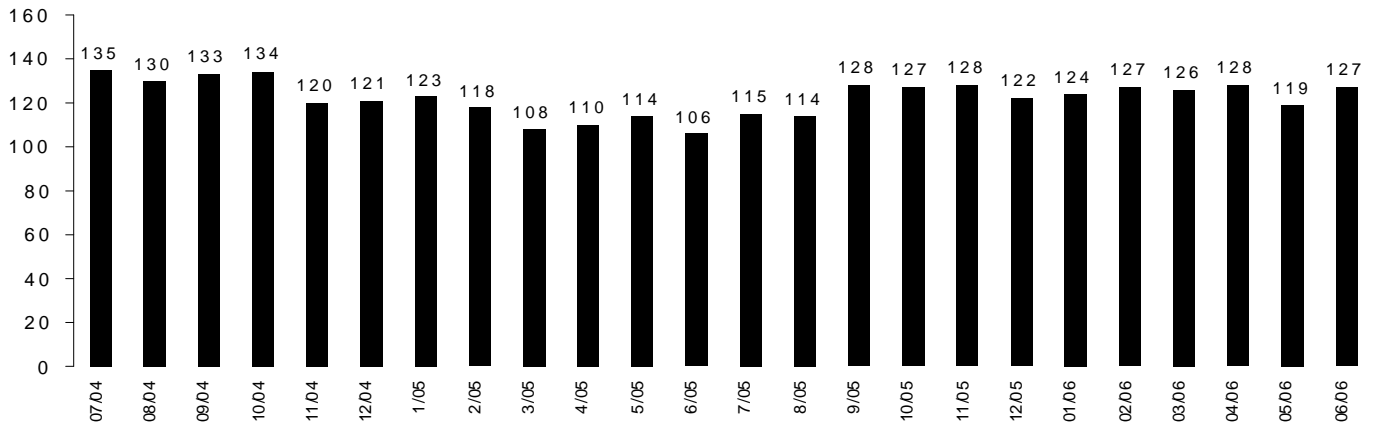
The following graphs illustrate Moccasin Bend's admissions and average daily census for each month of fiscal year 2005-2006, and the beginning of fiscal year 2006-2007. During the period 2005-2006 the average admission rate was 381 per month. From January to June of 2006-2007 the average rate is 224 per month. Our admissions rate has declined during the past six months.

ADMISSIONS



The average daily census was lower than for the previous year. Average length of stay for fiscal year 2005-2006 was 8.8 days for the Acute Care Program.

AVERAGE DAILY CENSUS (Bed Capacity = 172)



Message to all recipients of this newsletter. If you have an e-mail address please forward to:

mary.robinson@state.tn.us

Thank you.



The Tennessee Department of Mental Health and Developmental Disabilities is committed to principles of equal opportunity, equal access and affirmative action. Contact the Department's EEO/AA Coordinator at (615) 532-6580, the Title VI Coordinator at (615) 253-6748 and the ADA Coordinator at (615) 532-6700. For persons with hearing impairments call (615) 532-6612.

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